



# 1997 Editorial Index

Vol. 29, Nos. 1-12

Subject Index	Page 56
Author Index	60
Management Q & A Index	61
Tips from the Clinical Experts Index	62

"Special Issue" refers to *Critical Issues in Critical Care*, Supplement to the September 1997 issue.

## SUBJECT INDEX

### Accreditation (see *Inspections/accreditation*)

#### AIDS

Attack on AIDS still strong, according to Retrovirus Conference (News Worthy). March p. 8  
New estimates for world AIDS figures (News Worthy). April p. 8  
Mutant gene delays AIDS progression by 2-4 years (News Worthy). Nov p. 8  
Study shows 50% failure for protease inhibitors (News Worthy). Nov p. 8  
Urine-based Western blot for HIV: FDA approval imminent (News Worthy). Dec p. 8

### Alternate-site testing (see *Point-of-care testing*)

#### Alzheimer's disease

Researchers close to identifying Alzheimer's gene (News Worthy). April p. 8

#### Ancillary issues

CLIAAC Meeting update (POL Adviser/Ancillary Issues). April p. 22  
CDC's new home page (POL Adviser/Ancillary Issues). April p. 22  
COLA offers new accreditation program (POL Adviser/Ancillary Issues). April p. 22  
Update on waived testing (POL Adviser/Ancillary Issues). April p. 22  
POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
New test profiles (POL Adviser/Ancillary Issues). June p. 20  
Corporate compliance manual (POL Adviser/Ancillary Issues). June p. 20  
Breaking US ground: Prothrombin time self-testing (POL Adviser/Ancillary Issues). June p. 22  
Medicare reimbursement cuts for lab services (POL Adviser/Ancillary Issues). Aug p. 28  
Effective date changed for new automated test profiles (POL Adviser/Ancillary Issues). Aug p. 28  
More on advanced beneficiary notices (POL Adviser/Ancillary Issues). Aug p. 28  
JCAHO and COLA collaboration sets good example (POL Adviser/Ancillary Issues). Oct p. 28  
CLIA 1997 heading for committees (POL Adviser/Ancillary Issues). Oct p. 59  
Prothrombin tests waived (POL Adviser/Ancillary Issues). Nov p. 25  
CLIAAC meets (POL Adviser/Ancillary Issues). Nov p. 25

### Automation (see also: *Computers*)

Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44  
Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
The consolidated laboratory network: An idea whose time has come (NewsMakers of the year). Dec p. 27

### Bar coding

Efficiency gains with bar coding and interfaced instruments. Aug p. 74

### Bedside testing (see *Point-of-care testing*)

### Benchmarking

Benchmarking for a competitive edge. Special Issue p. 26

### Billing (see *Reimbursement*)

### Blood banking

First state license to retain cord blood for transplant issued in New Jersey (News Worthy). Feb p. 8  
Honorable Mention: ISO 9000 certification for blood banks (NewsMakers of the year). Dec p. 30

### Burnout (see *Stress and burnout*)

### Cancer

Working on my repertoire (From the Editor's Desk). July p. 6  
Tumor markers: Testing for cancer. July p. 34  
The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

### Career development

How to organize continuing education workshops and seminars. Sept p. 54  
The right way to learn: The effectiveness of manual lab exercises in clinical curriculums. Nov p. 50

### Chemistry

Are you ready for the golden years? (From the Editor's Desk). May p. 6  
A chemistry department in transition: How we became a reference laboratory. May p. 24  
A practical approach to reducing your costs in clinical chemistry testing. May p. 50  
49th annual meeting of the AACC warms up to Atlanta's southern hospitality. July p. 74

### CLIA '88 (see also: *Government issues and POLs*)

HCFA regrouping on structure, lab initiatives (Washington Report). Jan p. 16  
How to assure consistently accurate lab results (POL Adviser). Jan p. 22  
Update on waived testing (POL Adviser/Ancillary Issues). April p. 22  
POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
HCFA denies payment to labs for CLIA noncompliance (Washington Report). Aug p. 20  
HCFA raises CLIA certificate fees (News Worthy). Oct p. 8  
CLIA 1997 heading for committees (POL Adviser/Ancillary Issues). Oct p. 59  
Push is on to exempt POLs from the burdens of CLIA (Washington Report). Nov p. 18  
Prothrombin tests waived (POL Adviser/Ancillary Issues). Nov p. 25

### Communications

Reinventing government for the clinical lab. Jan p. 24  
Is there an ebionics teacher in the house? (From the Editor's Desk). March p. 6  
Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
The great divide. May p. 34  
Learn to deal with the work force of 2000 and beyond. June p. 26  
Answering the call to customer service. Aug p. 44  
Caught in the web: Combating work stress in the information age. Aug p. 82

Are you "Reddy" for anything? (From the Editor's Desk). Nov p. 6

Open your laboratory to the Internet. Nov p. 28

A creative approach to documenting patient education. Nov p. 34

### Competency assessment

An operational approach to competency assessment. Feb p. 55  
Do the right thing (From the Editor's Desk). Oct p. 6  
Strategic competency assessment: A plan to minimize extra work in conducting employee reviews. Oct p. 50

### Compliance (see *Legal issues and Reimbursement*)

### Computers

Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44  
Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Preparing the lab for the year 2001: Workstation consolidation. March p. 42  
CDC's new home page (POL Adviser/Ancillary Issues). April p. 22

### Consolidation (see *Reorganization*)

### Continuing education (see *Education*)

### Continuous quality improvement (CQI) (see *Quality improvement*)

### Cross-training

Do the right thing (From the Editor's Desk). Oct p. 6  
Is the phlebotomist obsolete? Oct p. 30

### Customer relations

There's plenty of momentum (From the Editor's Desk). April p. 6  
The physicians' view of the lab, Part 1: Clinicians examine the lab, and they like what they see. April p. 26. Part 2: Doctors speak their minds on lab profiles and problems. June p. 32  
Answering the call to customer service. Aug p. 44  
A creative approach to documenting patient education. Nov p. 34

### Cytology

The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

### Data management

Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Information management's key role in today's critical care environment. Special Issue p. 20

### Diabetes

Expert committee recommends lowering diabetes diagnosis point (News Worthy). Aug p. 10  
Honorable mention: Diabetes diagnosis point lowered (NewsMakers of the year). Dec p. 28

### Disease prevention (see also: *Infectious diseases*)

Researchers close to identifying Alzheimer's gene (News Worthy). April p. 8  
Working on my repertoire (From the Editor's



# 1997 Editorial Index

Vol. 29, Nos. 1-12

Subject Index	Page 56
Author Index	60
Management Q & A Index	61
Tips from the Clinical Experts Index	62

"Special Issue" refers to *Critical Issues in Critical Care*, Supplement to the September 1997 issue.

## SUBJECT INDEX

### Accreditation (see *Inspections/accreditation*)

#### AIDS

Attack on AIDS still strong, according to Retrovirus Conference (News Worthy). March p. 8  
New estimates for world AIDS figures (News Worthy). April p. 8  
Mutant gene delays AIDS progression by 2-4 years (News Worthy). Nov p. 8  
Study shows 50% failure for protease inhibitors (News Worthy). Nov p. 8  
Urine-based Western blot for HIV: FDA approval imminent (News Worthy). Dec p. 8

### Alternate-site testing (see *Point-of-care testing*)

#### Alzheimer's disease

Researchers close to identifying Alzheimer's gene (News Worthy). April p. 8

#### Ancillary issues

CLIAAC Meeting update (POL Adviser/Ancillary Issues). April p. 22  
CDC's new home page (POL Adviser/Ancillary Issues). April p. 22  
COLA offers new accreditation program (POL Adviser/Ancillary Issues). April p. 22  
Update on waived testing (POL Adviser/Ancillary Issues). April p. 22  
POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
New test profiles (POL Adviser/Ancillary Issues). June p. 20  
Corporate compliance manual (POL Adviser/Ancillary Issues). June p. 20  
Breaking US ground: Prothrombin time self-testing (POL Adviser/Ancillary Issues). June p. 22  
Medicare reimbursement cuts for lab services (POL Adviser/Ancillary Issues). Aug p. 28  
Effective date changed for new automated test profiles (POL Adviser/Ancillary Issues). Aug p. 28  
More on advanced beneficiary notices (POL Adviser/Ancillary Issues). Aug p. 28  
JCAHO and COLA collaboration sets good example (POL Adviser/Ancillary Issues). Oct p. 28  
CLIA 1997 heading for committees (POL Adviser/Ancillary Issues). Oct p. 59  
Prothrombin tests waived (POL Adviser/Ancillary Issues). Nov p. 25  
CLIAAC meets (POL Adviser/Ancillary Issues). Nov p. 25

### Automation (see also: *Computers*)

Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44  
Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
The consolidated laboratory network: An idea whose time has come (NewsMakers of the year). Dec p. 27

### Bar coding

Efficiency gains with bar coding and interfaced instruments. Aug p. 74

### Bedside testing (see *Point-of-care testing*)

### Benchmarking

Benchmarking for a competitive edge. Special Issue p. 26

### Billing (see *Reimbursement*)

### Blood banking

First state license to retain cord blood for transplant issued in New Jersey (News Worthy). Feb p. 8  
Honorable Mention: ISO 9000 certification for blood banks (NewsMakers of the year). Dec p. 30

### Burnout (see *Stress and burnout*)

### Cancer

Working on my repertoire (From the Editor's Desk). July p. 6  
Tumor markers: Testing for cancer. July p. 34  
The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

### Career development

How to organize continuing education workshops and seminars. Sept p. 54  
The right way to learn: The effectiveness of manual lab exercises in clinical curriculums. Nov p. 50

### Chemistry

Are you ready for the golden years? (From the Editor's Desk). May p. 6  
A chemistry department in transition: How we became a reference laboratory. May p. 24  
A practical approach to reducing your costs in clinical chemistry testing. May p. 50  
49th annual meeting of the AACC warms up to Atlanta's southern hospitality. July p. 74

### CLIA '88 (see also: *Government issues and POLs*)

HCFA regrouping on structure, lab initiatives (Washington Report). Jan p. 16  
How to assure consistently accurate lab results (POL Adviser). Jan p. 22  
Update on waived testing (POL Adviser/Ancillary Issues). April p. 22  
POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
HCFA denies payment to labs for CLIA noncompliance (Washington Report). Aug p. 20  
HCFA raises CLIA certificate fees (News Worthy). Oct p. 8  
CLIA 1997 heading for committees (POL Adviser/Ancillary Issues). Oct p. 59  
Push is on to exempt POLs from the burdens of CLIA (Washington Report). Nov p. 18  
Prothrombin tests waived (POL Adviser/Ancillary Issues). Nov p. 25

### Communications

Reinventing government for the clinical lab. Jan p. 24  
Is there an ebionics teacher in the house? (From the Editor's Desk). March p. 6  
Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
The great divide. May p. 34  
Learn to deal with the work force of 2000 and beyond. June p. 26  
Answering the call to customer service. Aug p. 44  
Caught in the web: Combating work stress in the information age. Aug p. 82

Are you "Reddy" for anything? (From the Editor's Desk). Nov p. 6

Open your laboratory to the Internet. Nov p. 28

A creative approach to documenting patient education. Nov p. 34

### Competency assessment

An operational approach to competency assessment. Feb p. 55  
Do the right thing (From the Editor's Desk). Oct p. 6  
Strategic competency assessment: A plan to minimize extra work in conducting employee reviews. Oct p. 50

### Compliance (see *Legal issues and Reimbursement*)

### Computers

Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44  
Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Preparing the lab for the year 2001: Workstation consolidation. March p. 42  
CDC's new home page (POL Adviser/Ancillary Issues). April p. 22

### Consolidation (see *Reorganization*)

### Continuing education (see *Education*)

### Continuous quality improvement (CQI)

(see *Quality improvement*)

### Cross-training

Do the right thing (From the Editor's Desk). Oct p. 6  
Is the phlebotomist obsolete? Oct p. 30

### Customer relations

There's plenty of momentum (From the Editor's Desk). April p. 6  
The physicians' view of the lab, Part 1: Clinicians examine the lab, and they like what they see. April p. 26. Part 2: Doctors speak their minds on lab profiles and problems. June p. 32  
Answering the call to customer service. Aug p. 44  
A creative approach to documenting patient education. Nov p. 34

### Cytology

The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

### Data management

Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Information management's key role in today's critical care environment. Special Issue p. 20

### Diabetes

Expert committee recommends lowering diabetes diagnosis point (News Worthy). Aug p. 10  
Honorable mention: Diabetes diagnosis point lowered (NewsMakers of the year). Dec p. 28

### Disease prevention (see also: *Infectious diseases*)

Researchers close to identifying Alzheimer's gene (News Worthy). April p. 8  
Working on my repertoire (From the Editor's

Desk). July p. 6  
Tumor markers: Testing for cancer. July p. 34  
Successful aging in America, Part 1: Nutrition, the elderly, and the laboratory. March p. 22. Part 4: Evaluating the benefits and hazards of exercise in the older adult. June p. 40. Part 5: Biochemical markers of bone metabolism as they relate to osteoporosis. Aug p. 50. Part 6: Antioxidants and aging. Sept p. 42. Part 7: Stress, immune function, and the older adult. Oct p. 36  
FDA reconsiders thalidomide (News Worthy). Nov p. 10  
Fatty acids: The dangerous and the not so dangerous. Nov p. 40

## Downsizing (see Reorganization)

### Drug testing

On-site drug testing: On the rise and growing strong. April p. 40  
FDA reconsiders thalidomide (News Worthy). Nov p. 10

### Education

"Winner" has a nice ring to it (From the Editor's Desk). Jan p. 6  
Reinventing government for the clinical lab. Jan p. 24  
Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
How to organize continuing education workshops and seminars. Sept p. 54  
A creative approach to documenting patient education. Nov p. 34  
The right way to learn: The effectiveness of manual lab exercises in clinical curriculums. Nov p. 50

### Exercise

Successful aging in America, Part 4: Evaluating the benefits and hazards of exercise in the older adult. June p. 40

### Fatty acids

Fatty acids: The dangerous and the not so dangerous. Nov p. 40

### Financial issues (see also Reimbursement)

State dereg plan could cost clinical labs (Washington Report). Feb p. 16  
Clinical labs and other providers again target of pay squeeze (Washington Report). March p. 14  
POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
A practical approach to reducing your costs in clinical chemistry testing. May p. 50  
Stepped-up cost/benefit analysis a major factor in medical equipment purchases (News Worthy). June p. 8  
Budget accord seeks 20% reduction in Medicare fees (Washington Report). July p. 20  
Understanding cost behavior in the lab: The key to financial success. July p. 68  
The role of community values in setting healthcare priorities: Ethically and financially viable, or merely a "modest proposal"? (Viewpoint). July p. 90  
The industry's response to managed care. Special Issue p. 4  
HCFA denies payment to labs for CLIA noncompliance (Washington Report). Aug p. 20  
MLO's national salary survey, Part 1: Aug p. 30. Part 2: Sept p. 38  
OIG audit reveals \$23 billion in inappropriate payments by HCFA (News Worthy). Sept p. 10  
Budget bill takes slash-and-freeze approach to lab fees (Washington Report). Sept p. 22  
Beyond traditional quality control: How to check costs and quality of point-of-care testing. Sept p. 30  
HCFA raises CLIA certificate fees (News Worthy). Oct p. 8

### Foreign laboratories

Quality assessment activities in Latin America and the Caribbean. Dec p. 40

### Fraud and abuse (see Legal issues)

### Genetic testing

Researchers close to identifying Alzheimer's gene (News Worthy). April p. 8  
Mutant gene delays AIDS progression by 2-4 years (News Worthy). Nov p. 8  
Highly contagious, fast-multiplying O strain of TB identified (News Worthy). Nov p. 10

### Geriatrics

Is there an ebionics teacher in the house? (From the Editor's Desk). March p. 6  
Successful aging in America, Part 1: Nutrition, the elderly, and the laboratory. March p. 22. Part 2: The impact of an aging population on the clinical laboratory. April p. 48. Part 3: Socioeconomic factors affecting health status in the aging adult. May p. 38 (see *Corrections and amplifications*, July p. 10). Part 4: Evaluating the benefits and hazards of exercise in the older adult. June p. 40. Part 5: Biochemical markers of bone metabolism as they relate to osteoporosis. Aug p. 50. Part 6: Antioxidants and aging. Sept p. 42. Part 7: Stress, immune function, and the older adult. Oct p. 36

### Government issues (see also CLIA '88 and POLs)

"Winner" has a nice ring to it (From the Editor's Desk). Jan p. 6  
HCFA regrouping on structure, lab initiatives (Washington Report). Jan p. 16  
Reinventing government for the clinical lab. Jan p. 24  
State dereg plan could cost clinical labs (Washington Report). Feb p. 16  
Clinical labs and other providers again target of pay squeeze (Washington Report). March p. 14  
Performance measures added to JCAHO lab accreditation (Washington Report). April p. 12  
Commission asked to craft a consumer "bill of rights" (Washington Report). May p. 16  
Fraud cops cast wide net, anticipating big catch (Washington Report). June p. 14  
Quality control practices and preferences in today's clinical laboratory: A report for government regulators, decision makers, and advisors. June p. 56  
Budget accord seeks 20% reduction in Medicare fees (Washington Report). July p. 20  
HCFA denies payment to labs for CLIA noncompliance (Washington Report). Aug p. 20  
OIG audit reveals \$23 billion in inappropriate payments by HCFA (News Worthy). Sept p. 10  
Budget bill takes slash-and-freeze approach to lab fees (Washington Report). Sept p. 22  
HCFA raises CLIA certificate fees (News Worthy). Oct p. 8  
National battle erupts over state provider tax (Washington Report). Oct p. 22  
Push is on to exempt POLs from the burdens of CLIA (Washington Report). Nov p. 18

### Health care reform

"Winner" has a nice ring to it (From the Editor's Desk). Jan p. 6  
HCFA regrouping on structure, lab initiatives (Washington Report). Jan p. 16  
How to assure consistently accurate lab results (POL Adviser). Jan p. 22  
Reinventing government for the clinical lab. Jan p. 24  
Clinical labs and other providers again target of pay squeeze (Washington Report). March p. 14  
Performance measures added to JCAHO lab accreditation (Washington Report). April p. 12  
Commission asked to craft a consumer "bill of rights" (Washington Report). May p. 16  
New test profiles (POL Adviser/Ancillary Issues). June p. 20  
Corporate compliance manual (POL Adviser/Ancillary Issues). June p. 20

### Health care trends

Successful aging in America, Part 1: Nutrition, the elderly, and the laboratory. March p. 22. Part 2: The impact of an aging population on the clinical laboratory. April p. 48. Part 3: Socioeconomic factors affecting health status in the aging adult. May p. 38 (see *Corrections and amplifications*, July p. 10). Part 4: Evaluating the benefits and hazards of exercise in the older adult. June p. 40. Part 5: Biochemical markers of bone metabolism as they relate to osteoporosis. Aug p. 50. Part 6: Antioxidants and aging. Sept p. 42. Part 7: Stress, immune function, and the older adult. Oct p. 36  
The role of community values in setting healthcare priorities: Ethically and financially viable, or merely a "modest proposal"? (Viewpoint). July p. 90  
Fatty acids: The dangerous and the not so dangerous. Nov p. 40

### Health maintenance organizations (HMOs) (see Managed care)

### Hematology

Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Efficiency gains with bar coding and interfaced instruments. Aug p. 74

### Hepatitis

A lesson in the ABCs of hepatitis. Jan p. 30 (see *Corrections and amplifications*, March p. 8)

### HIV infection (see AIDS)

### Industry meetings

CLIA Meeting update (POL Adviser/Ancillary Issues). April p. 22  
ASM annual meeting takes Miami Beach. April p. 37  
Working on my repertoire (From the Editor's Desk). July p. 6  
49th annual meeting of the AACC warms up to Atlanta's southern hospitality. July p. 74  
O Canada (From the Editor's Desk). Aug p. 6  
Toronto will host CLMA's first international conference. Aug p. 64  
CLIA meets (POL Adviser/Ancillary Issues). Nov p. 25

### Immunology

Efficiency gains with bar coding and interfaced instruments. Aug p. 74

### Infection control (see Infectious diseases)

### Infectious diseases

A lesson in the ABCs of hepatitis. Jan p. 30 (see *Corrections and amplifications*, March p. 8)  
New and emerging pathogens, Part 8: From out of nowhere: *Cyclospora cayentanensis*. Feb p. 32  
Attack on AIDS still strong, according to Retrovirus Conference (News Worthy). March p. 8  
New estimates for world AIDS figures (News Worthy). April p. 8  
*Cyclospora* outbreaks back again in 1997 (News Worthy). Aug p. 10  
Newly discovered bacterium causes human diseases (News Worthy). Sept p. 10  
Mutant gene delays AIDS progression by 2-4 years (News Worthy). Nov p. 8  
Study shows 50% failure for protease inhibitors (News Worthy). Nov p. 8  
Highly contagious, fast-multiplying O strain of TB identified (News Worthy). Nov p. 10  
Urine-based Western blot for HIV: FDA approval imminent (News Worthy). Dec p. 8  
Non-invasive *Helicobacter pylori* test pending FDA clearance (News Worthy). Dec p. 8

### Inspections/accreditation

CQI by committee: A multidisciplinary approach. Feb p. 26  
The JCAHO/CLIA survey ... a pleasant experience!

## 1997 Editorial Index

(POL Adviser). March p. 16  
Performance measures added to JCAHO lab accreditation (Washington Report). April p. 12  
COLA offers new accreditation program (POL Adviser/Ancillary Issues). April p. 22  
JCAHO and COLA collaboration sets good example (POL Adviser/Ancillary Issues). Oct p. 28  
JCAHO recognizes COLA accreditation (NewsMakers of the year). Dec p. 30  
Honorable mention: Standards for more than just equipment (NewsMakers of the year). Dec p. 31

**Instrumentation** (see also: Computers)  
Stepped-up cost/benefit analysis a major factor in medical equipment purchases (News Worthy). June p. 8  
Point-of-care testing technology: Is quality control still relevant? Special Issue p. 10  
Blood gas testing in the laboratory and at the point of care: Finding the right mix. Special Issue p. 14  
Efficiency gains with bar coding and interfaced instruments. Aug p. 74

**Interdepartmental relations**  
There's plenty of momentum (From the Editor's Desk). April p. 6  
The physicians' view of the lab, Part 1: Clinicians examine the lab, and they like what they see. April p. 26. Part 2: Doctors speak their minds on lab profiles and problems. June p. 32  
How to neutralize manipulators. Aug p. 90

**Internet**  
Are you "Reddy" for anything? (From the Editor's Desk). Nov p. 6  
Open your laboratory to the Internet. Nov p. 28

**Joint ventures**  
The community-based comprehensive laboratory system: A promising future for anatomic and clinical pathology. Oct p. 54

**Laboratory alliances**  
The community-based comprehensive laboratory system: A promising future for anatomic and clinical pathology. Oct p. 54

**Laboratory, future**  
Preparing the lab for the year 2001: Workstation consolidation. March p. 42  
A rose is a rose is a rose is a ... (From the Editor's Desk). June p. 6  
Learn to deal with the work force of 2000 and beyond. June p. 26

**Laboratory trends** (see *Health care trends*)

**Laboratory ventures**  
CQI by committee: A multidisciplinary approach. Feb p. 26  
How to organize continuing education workshops and seminars. Sept p. 54  
A creative approach to documenting patient education. Nov p. 34

**Legal issues**  
Fraud cops cast wide net, anticipating big catch (Washington Report). June p. 14  
OIG audit reveals \$23 billion in inappropriate payments by HCFA (News Worthy). Sept p. 10  
The Columbia/HCA scandal: How do you spell damage control? C-O-M-P-L-I-A-N-C-E (NewsMakers of the year). Dec p. 29  
Stamping out fraud: The Model Compliance Program (NewsMakers of the year). Dec p. 34

**Leprosy**  
FDA reconsiders thalidomide (News Worthy). Nov p. 10

**Managed care**  
Research suggests managed care threatens extinction of reference labs (News Worthy). Jan p. 8

POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
The industry's response to managed care. Special Issue p. 4  
Point-of-care testing and managed care—beneficial partners. Special Issue p. 30  
The Columbia/HCA scandal: How do you spell damage control? C-O-M-P-L-I-A-N-C-E (NewsMakers of the year). Dec p. 29

**Management issues**  
The lab manager's role in assessing new technology. Jan p. 64  
Self-empowerment: The way to go on the job. Feb p. 52  
Redirect stress to increase energy. April p. 60  
The great divide. May p. 34  
A rose is a rose is a rose is a ... (From the Editor's Desk). June p. 6  
Learn to deal with the work force of 2000 and beyond. June p. 26  
Quality control practices and preferences in today's clinical laboratory: A report for government regulators, decision makers, and advisors. June p. 56  
Secrets of power negotiating. July p. 96  
Toronto will host CLMA's first international conference. Aug p. 64  
Caught in the web: Combating work stress in the information age. Aug p. 82  
How to neutralize manipulators. Aug p. 90  
Empowerment: The latest motivational strategy. Nov p. 54

**Medicare/Medicaid** (see *Reimbursement*)

**Mergers/acquisitions**  
New Dade Behring Inc. expects sales of \$1.5 billion annually (News Worthy). May p. 8  
Roche Holding Ltd. acquires Boehringer Mannheim (News Worthy). July p. 10

**Microbiology**  
ASM annual meeting takes Miami Beach. April p. 37  
Flexible staffing in the microbiology lab. May p. 61

**MLO**  
"Winner" has a nice ring to it (From the Editor's Desk). Jan p. 6  
MLO sweepstakes winners! Jan p. 42  
The winners of MLO's 1997 article awards contest. Feb p. 24  
Celebrate National Medical Lab Week with us! (From the Editor's Desk). April p. 6  
Congratulations ... and welcome (From the Editor's Desk). April p. 6  
Time's running out .... (From the Editor's Desk). May p. 6  
Cue the orchestra, roll credits .... Dec p. 6

**National surveys**  
Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44  
The physicians' view of the lab, Part 1: Clinicians examine the lab, and they like what they see. April p. 26. Part 2: Doctors speak their minds on lab profiles and problems. June p. 32  
Quality control practices and preferences in today's clinical laboratory: A report for government regulators, decision makers, and advisors. June p. 56  
MLO's national salary survey, Part 1: Aug p. 30. Part 2: Sept p. 38

**Negotiating**  
Secrets of power negotiating. July p. 96

**Nomenclature**  
The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

**Nutrition**  
Successful aging in America, Part 1: Nutrition, the elderly, and the laboratory. March p. 22. Part 6: Antioxidants and aging. Sept p. 42  
Fatty acids: The dangerous and the not so dangerous. Nov p. 40

**Osteoporosis**  
Successful aging in America, Part 5: Biochemical markers of bone metabolism as they relate to osteoporosis. Aug p. 50

**Outreach**  
Reinventing government for the clinical lab. Jan p. 24  
Don't miss the mark. Feb p. 49  
Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
A creative approach to documenting patient education. Nov p. 34

**Panels and profiles**  
New test profiles (POL Adviser/Ancillary Issues). June p. 20  
The physicians' view of the lab, Part 2: Doctors speak their minds on lab profiles and problems. June p. 32  
Effective date changed for new automated test profiles (POL Adviser/Ancillary Issues). Aug p. 28

**Pap smear**  
The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

**Paternity testing**  
Prenatal paternity testing: Why, when, how? June p. 66

**Performance evaluations/standards**  
An operational approach to competency assessment. Feb p. 55  
Performance measures added to JCAHO lab accreditation (Washington Report). April p. 12  
Do the right thing (From the Editor's Desk). Oct p. 6  
Strategic competency assessment: A plan to minimize extra work in conducting employee reviews. Oct p. 50

**Phlebotomy**  
Do the right thing (From the Editor's Desk). Oct p. 6  
Is the phlebotomist obsolete? Oct p. 30  
A creative approach to documenting patient education. Nov p. 34

**Physician office laboratories (POLs)**  
How to assure consistently accurate lab results (POL Adviser). Jan p. 22  
1997 CPT code update (POL Adviser). Feb p. 22  
Medical necessity revisited (POL Adviser). Feb p. 22  
A quick "thank you" to Congress! (POL Adviser). Feb p. 22  
The JCAHO/CLIA survey ... a pleasant experience! (POL Adviser). March p. 16  
CLIA Meeting update (POL Adviser/Ancillary Issues). April p. 22  
CDC's new home page (POL Adviser/Ancillary Issues). April p. 22  
COLA offers new accreditation program (POL Adviser/Ancillary Issues). April p. 22  
Update on waived testing (POL Adviser/Ancillary Issues). April p. 22  
POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
New test profiles (POL Adviser/Ancillary Issues). June p. 20  
Corporate compliance manual (POL Adviser/Ancillary Issues). June p. 20  
Breaking US ground: Prothrombin time self-testing (POL Adviser/Ancillary Issues). June p. 22  
Medicare reimbursement cuts for lab services



(POL Adviser/Ancillary Issues). Aug p. 28  
 Effective date changed for new automated test profiles (POL Adviser/Ancillary Issues). Aug p. 28  
 More on advanced beneficiary notices (POL Adviser/Ancillary Issues). Aug p. 28  
 JCAHO and COLA collaboration sets good example (POL Adviser/Ancillary Issues). Oct p. 28  
 CLIA 1997 heading for committees (POL Adviser/Ancillary Issues). Oct p. 59  
 Push is on to exempt POLs from the burdens of CLIA (Washington Report). Nov p. 18  
 Prothrombin tests waived (POL Adviser/Ancillary Issues). Nov p. 25  
 CLIA meets (POL Adviser/Ancillary Issues). Nov p. 25

### Point-of-care testing

Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
 The right key but the wrong keyhole? (From the Editor's Desk). Sept p. 6  
 Beyond traditional quality control: How to check costs and quality of point-of-care testing. Sept p. 30  
 The industry's response to managed care. Special Issue p. 4  
 Point-of-care testing technology: Is quality control still relevant? Special Issue p. 10  
 Blood gas testing in the laboratory and at the point of care: Finding the right mix. Special Issue p. 14  
 Information management's key role in today's critical care environment. Special Issue p. 20  
 Benchmarking for a competitive edge. Special Issue p. 26  
 Point-of-care testing and managed care—beneficial partners. Special Issue p. 30

### Procedures, policies, protocol

Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
 The lab manager's role in assessing new technology. Jan p. 64  
 CQI by committee: A multidisciplinary approach. Feb p. 26  
 Corrective actions: What to do when control results are out of control. March p. 34  
 Preparing the lab for the year 2001: Workstation consolidation. March p. 42  
 On-site drug testing: On the rise and growing strong. April p. 40  
 A chemistry department in transition: How we became a reference laboratory. May p. 24  
 Flexible staffing in the microbiology lab. May p. 61  
 Learn to deal with the work force of 2000 and beyond. June p. 26  
 Quality control practices and preferences in today's clinical laboratory: A report for government regulators, decision makers, and advisors. June p. 56  
 Prenatal paternity testing: Why, when, how? June p. 66  
 Tumor markers: Testing for cancer. July p. 34  
 Inventive strategies for laboratory recruitment. July p. 50  
 A quality approach to referral lab contracting: What to look for, what to avoid when contracting with a referral laboratory. July p. 62  
 The role of community values in setting healthcare priorities: Ethically and financially viable, or merely a "modest proposal"? (Viewpoint). July p. 90  
 Rightsizing the right way. July p. 102  
 Strategic competency assessment: A plan to minimize extra work in conducting employee reviews. Oct p. 50  
 The right way to learn: The effectiveness of manual lab exercises in clinical curriculums. Nov p. 50

### Program development

"Winner" has a nice ring to it (From the Editor's Desk). Jan p. 6  
 Reinventing government for the clinical lab. Jan p. 24  
 How to organize continuing education workshops and seminars. Sept p. 54  
 A creative approach to documenting patient education. Nov p. 34

The right way to learn: The effectiveness of manual lab exercises in clinical curriculums. Nov p. 50

### Purchasing

The lab manager's role in assessing new technology. Jan p. 64  
 Stepped-up cost/benefit analysis a major factor in medical equipment purchases (News Worthy). June p. 8

### Quality assurance (see Quality improvement)

### Quality control (see Quality improvement)

### Quality improvement

How to assure consistently accurate lab results (POL Adviser). Jan p. 22  
 Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
 The domain of man (From the Editor's Desk). Feb p. 6  
 CQI by committee: A multidisciplinary approach. Feb p. 26  
 An operational approach to competency assessment. Feb p. 55  
 Is there an ebionics teacher in the house? (From the Editor's Desk). March p. 6  
 Corrective actions: What to do when control results are out of control. March p. 34  
 A practical approach to reducing your costs in clinical chemistry testing. May p. 50  
 Quality control practices and preferences in today's clinical laboratory: A report for government regulators, decision makers, and advisors. June p. 56  
 Point-of-care testing technology: Is quality control still relevant? Special Issue p. 10  
 The right key but the wrong keyhole? (From the Editor's Desk). Sept p. 6  
 Beyond traditional quality control: How to check costs and quality of point-of-care testing. Sept p. 30  
 Quality assessment activities in Latin America and the Caribbean. Dec p. 40

### Recruitment

Inventive strategies for laboratory recruitment. July p. 50

### Reengineering (see Reorganization)

### Reference labs

Research suggests managed care threatens extinction of reference labs (News Worthy). Jan p. 8  
 Don't miss the mark. Feb p. 49  
 Are you ready for the golden years? (From the Editor's Desk). May p. 6  
 A chemistry department in transition: How we became a reference laboratory. May p. 24  
 A quality approach to referral lab contracting: What to look for, what to avoid when contracting with a referral laboratory. July p. 62

### Reimbursement

State dereg plan could cost clinical labs (Washington Report). Feb p. 16  
 1997 CPT code update (POL Adviser). Feb p. 22  
 Medical necessity revisited (POL Adviser). Feb p. 22  
 A quick "thank you" to Congress! (POL Adviser). Feb p. 22  
 Clinical labs and other providers again target of pay squeeze (Washington Report). March p. 14  
 POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26  
 New test profiles (POL Adviser/Ancillary Issues). June p. 20  
 Corporate compliance manual (POL Adviser/Ancillary Issues). June p. 20  
 Budget accord seeks 20% reduction in Medicare fees (Washington Report). July p. 20  
 Medicare reimbursement cuts for lab services (POL Adviser/Ancillary Issues). Aug p. 28

More on advanced beneficiary notices (POL Adviser/Ancillary Issues). Aug p. 28  
 OIG audit reveals \$23 billion in inappropriate payments by HCFA (News Worthy). Sept p. 10  
 Budget bill takes slash-and-freeze approach to lab fees (Washington Report). Sept p. 22  
 HCFA still ironing out details of competitive bidding (Washington Report). Dec p. 18  
 Honorable mention: HCFA's new test profiles (NewsMakers of the year). Dec p. 34  
 Stamping out fraud: The Model Compliance Program (NewsMakers of the year). Dec p. 34  
 Honorable mention: New York state lab surcharge (NewsMakers of the year). Dec p. 35

### Reorganization

Preparing the lab for the year 2001: Workstation consolidation. March p. 42  
 A chemistry department in transition: How we became a reference laboratory. May p. 24  
 Rightsizing the right way. July p. 102  
 The consolidated laboratory network: An idea whose time has come (NewsMakers of the year). Dec p. 27  
 Section reengineering to meet rapid volume growth. Dec p. 36

### Research and development

Researchers close to identifying Alzheimer's gene (News Worthy). April p. 8  
 Mutant gene delays AIDS progression by 2-4 years (News Worthy). Nov p. 8  
 Study shows 50% failure for protease inhibitors (News Worthy). Nov p. 8  
 FDA reconsiders thalidomide (News Worthy). Nov p. 10

### Restructuring (see Reorganization)

### Salaries

Doctor, doctor, give me the news (From the Editor's Desk). Aug p. 6  
 MLO's national salary survey, Part 1: Aug p. 30. Part 2: Sept p. 38

### Scheduling (see Staffing)

### Self-empowerment

The domain of man (From the Editor's Desk). Feb p. 6  
 Self-empowerment: The way to go on the job. Feb p. 52  
 Empowerment: The latest motivational strategy. Nov p. 54

### Staff morale/relations

Self-empowerment: The way to go on the job. Feb p. 52  
 A rose is a rose is a rose is a ... (From the Editor's Desk). June p. 6  
 Learn to deal with the work force of 2000 and beyond. June p. 26  
 "Dear John Laboratory, it's over ..." July p. 86  
 How to neutralize manipulators. Aug p. 90  
 Empowerment: The latest motivational strategy. Nov p. 54

### Staffing

Flexible staffing in the microbiology lab. May p. 61  
 Inventive strategies for laboratory recruitment. July p. 50  
 Rightsizing the right way. July p. 102

### Stat testing

Blood gas testing in the laboratory and at the point of care: Finding the right mix. Special Issue p. 14

### Streamlining (see Reorganization)

### Stress and burnout

Redirect stress to increase energy. April p. C3  
 "Dear John Laboratory, it's over ..." July p. 86  
 Caught in the web: Combating work stress in the

# 1997 Editorial Index

information age. Aug p. 82  
Successful aging in America, Part 7: Stress, immune function, and the older adult. Oct p. 36

## Technology (see also: Computers)

Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44  
The lab manager's role in assessing new technology. Jan p. 64  
Open your laboratory to the Internet. Nov p. 28

## Telecommunications

Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
Open your laboratory to the Internet. Nov p. 28

## Test utilization

Successful aging in America, Part 4: Evaluating the benefits and hazards of exercise in the older adult. June p. 40  
Cyclospora outbreaks back again in 1997 (News Worthy). Aug p. 10  
Section reengineering to meet rapid volume growth. Dec p. 36

## Toxicology

Section reengineering to meet rapid volume growth. Dec p. 36

## Training (see Education)

## Transplants

First state license to retain cord blood for transplant issued in New Jersey (News Worthy). Feb p. 8

## Tuberculosis

Highly contagious, fast-multiplying O strain of TB identified (News Worthy). Nov p. 10

## Tumor markers

Working on my repertoire (From the Editor's Desk). July p. 6  
Tumor markers: Testing for cancer. July p. 34

## Workflow

Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Section reengineering to meet rapid volume growth. Dec p. 36

## AUTHOR INDEX

### A

Albertson, David. HCFA regrouping on structure, lab initiatives (Washington Report). Jan p. 16  
Albertson, David. State dereg plan could cost clinical labs (Washington Report). Feb p. 16  
Albertson, David. Clinical labs and other providers again target of pay squeeze (Washington Report). March p. 14  
Albertson, David. Performance measures added to JCAHO lab accreditation (Washington Report). April p. 12  
Albertson, David. Commission asked to craft a consumer "bill of rights" (Washington Report). May p. 16  
Albertson, David. Fraud cops cast wide net, anticipating big catch (Washington Report). June p. 14  
Albertson, David. Budget accord seeks 20% reduction in Medicare fees (Washington Report). July p. 20  
Albertson, David. HCFA denies payment to labs for CLIA noncompliance (Washington Report). Aug p. 20  
Albertson, David. Budget bill takes slash-and-freeze approach to lab fees (Washington Report). Sept p. 22  
Albertson, David; Szabo, Joan. National battle erupts over state provider tax (Washington Report). Oct p. 22

Ancy, John J. The industry's response to managed care. Special Issue p. 4

Anderson, Paul F. (see *Schumacher, Harold R.*)  
Armbruster, David A. On-site drug testing: On the rise and growing strong. April p. 40  
Atherton, Claudia (see *Phillips, Shirley E.*)

### B

Baer, Daniel M. An operational approach to competency assessment. Feb p. 55  
Baer, Daniel M.; Good, Randy; Orr, Jan. A quality approach to referral lab contracting: What to look for, what to avoid when contracting with a referral laboratory. July p. 62  
Begay, Teri Lee Roster. A creative approach to documenting patient education. Nov p. 34  
Berger, Darlene. ASM annual meeting takes Miami Beach. April p. 37  
Berger, Darlene; Pontius, CA. JCAHO recognizes COLA accreditation (NewsMakers of the year). Dec p. 30  
Berger, Darlene. (see *Statland, Bernard E.*)  
Bickford, Gary R. Redirect stress to increase energy. April p. 60  
Blick, Kenneth E. Information management's key role in today's critical care environment. Special Issue p. 20  
Briggs, Debra. "Dear John Laboratory, it's over ...." July p. 86  
Brown, James W. New and emerging pathogens, Part 8: From out of nowhere: *Cyclospora cayentensis*. Feb p. 32

### C

Cearlock, Dianne M.; Laude-Flaws, Maribeth. Successful aging in America, Part 7: Stress, immune function, and the older adult. Oct p. 36  
Cearlock, Dianne M.; Nuzzo, Nancy A. Successful aging in America, Part 4: Evaluating the benefits and hazards of exercise in the older adult. June p. 40  
Ciesla, James R. Successful aging in America, Part 3: Socioeconomic factors affecting health status in the aging adult. May p. 38  
Cooper, William G. Quality control practices and preferences in today's clinical laboratory: A report for government regulators, decision makers, and advisors. June p. 56  
Combleet, Joanne; Fernandes, Bernard J.; Miers, Martha. Roundtable, Part 2: Streamline your automated hematology laboratory. Jan p. 58. Part 3: Feb p. 43. Part 4: April p. 68  
Cruz, Jose R.; Schalla, William O.; Larsen, Sandra A. Quality assessment activities in Latin America and the Caribbean. Dec p. 40

### D

Dawson, Roger. Secrets of power negotiating. July p. 96

### E

Ehrmeyer, Sharon S.; Laessig, Ronald H. Point-of-care testing technology: Is quality control still relevant? Special Issue p. 10  
Ernst, Dennis J. Is the phlebotomist obsolete? Oct p. 30  
Etryre-Zacher, Patricia; Isabel, Jeanne M. Successful aging in America, Part 2: The impact of an aging population on the clinical laboratory. April p. 48

### F

Fantus, James. Understanding cost behavior in the lab: The key to financial success. July p. 68  
Fernandes, Bernard J. (see *Combleet, Joanne*)  
Frantz, Debra K. A practical approach to reducing your costs in clinical chemistry testing. May p. 50

### G

Gallagher, Sandy K. Successful aging in America, Part 5: Biochemical markers of bone metabolism as they relate to osteoporosis. Aug p. 50  
Geidner, Robert (see *Lehmann, Craig A.*)  
Good, Randy (see *Baer, Daniel M.*)

Grenache, David G. The right way to learn: The effectiveness of manual lab exercises in clinical curriculums. Nov p. 50

### H

Hortin, Glen L. Beyond traditional quality control: How to check costs and quality of point-of-care testing. Sept p. 30  
Henry, Michael. The Bethesda System for cervical-vaginal nomenclature: Inception and consequences. Dec p. 44

### I

Isabel, Jeanne M. (see *Etryre-Zacher, Patricia*)

### J

Jahn, Michael. The physicians' view of the lab, Part 1: Clinicians examine the lab, and they like what they see. April p. 26. Part 2: Doctors speak their minds on lab profiles and problems. June p. 32  
Jahn, Michael. POLs with profits, Part 1: Are you missing out on a valuable profit center? (POL Adviser/Ancillary Issues). May p. 20. Part 2: You don't have to miss out on a valuable profit center. July p. 26

### K

Kaiser, Sandra G. Section reengineering to meet rapid volume growth. Dec p. 36  
Kaufman, Harvey W. Don't miss the mark. Feb p. 49  
Keitges, Pierre W. The community-based comprehensive laboratory system: A promising future for anatomic and clinical pathology. Oct p. 54  
Klatt, Edward C. Open your laboratory to the Internet. Nov p. 28  
Konopka, Nancy J. Answering the call to customer service. Aug p. 44  
Kreider, Cheryl; Walsh, Betty Ann. Benchmarking for a competitive edge. Special Issue p. 26  
Krienitz, Diane R. The JCAHO/CLIA survey ... a pleasant experience! (POL Adviser). March p. 16  
Krienitz, Diane R. Point-of-care testing and managed care—beneficial partners. Special Issue p. 30

### L

Laessig, Ronald H. (see *Ehrmeyer, Sharon S.*)  
Laposa, Michael. Fatty acids: The dangerous and the not so dangerous. Nov p. 40  
Larsen, Sandra A. (see *Cruz, Jose R.*)  
Laubenthal, Connie. How to assure consistently accurate lab results, Part 2 (POL Adviser). Jan p. 22  
Laude-Flaws, Maribeth (see *Cearlock, Dianne M.*)  
Lehmann, Craig A.; Leiken, Alan M.; Geidner, Robert. The lab manager's role in assessing new technology. Jan p. 64  
Leiken, Alan M. (see *Lehmann, Craig A.*)  
Luczyk, Kathleen. Preparing the lab for the year 2001: Workstation consolidation. March p. 42  
Lynch, Dona M. Reinventing government for the clinical lab. Jan p. 24

### M

McCoy, Georgiann. CQI by committee: A multidisciplinary approach. Feb p. 26  
Mead, Susan (see *Miles, Darnetta*)  
Medvescek, Patti. Rightsizing the right way. July p. 102  
Miers, Martha (see *Combleet, Joanne*)  
Miles, Darnetta; Mead, Susan. Reach beyond your grasp: How to make the whole equal more than the sum of its parts. March p. 48  
Miller, Sharon M. Successful aging in America, Part 1: Nutrition, the elderly, and the laboratory. March p. 22. Part 6: Antioxidants and aging. Sept p. 42

### N

Nordenson, Nancy J. Strategic competency assessment: A plan to minimize extra work in conducting employee reviews. Oct p. 50  
Nuzzo, Nancy A. (see *Cearlock, Dianne M.*)

## O

Orr, Jan (see *Baer, Daniel M.*)  
Ott, Diana Trundle. Learn to deal with the work force of 2000 and beyond. June p. 26

## P

Pallatrone, Lisa. 49th annual meeting of the AACCC warms up to Atlanta's southern hospitality. July p. 74  
Pallatrone, Lisa. Toronto will host CLMA's first international conference. Aug p. 64  
Pallatrone, Lisa. The Columbia/HCA scandal: How do you spell damage control? C-O-M-P-L-A-A-N-C-E (NewsMakers of the year). Dec p. 29  
Phillips, Shirley E.; Atherton, Claudia. Flexible staffing in the microbiology lab. May p. 61  
Pollack, Marilyn S. Prenatal paternity testing: Why, when, how? June p. 66  
Pontius, C. Anne. 1997 CPT code update (POL Adviser). Feb p. 22  
Pontius, C. Anne. Medical necessity revisited (POL Adviser). Feb p. 22  
Pontius, C. Anne. A quick "thank you" to Congress! (POL Adviser). Feb p. 22  
Pontius, C. Anne. CLIA Meeting update (POL Adviser/Ancillary Issues). April p. 22  
Pontius, C. Anne. CDC's new home page (POL Adviser/Ancillary Issues). April p. 22  
Pontius, C. Anne. COLA offers new accreditation program (POL Adviser/Ancillary Issues). April p. 22  
Pontius, C. Anne. Update on waived testing (POL Adviser/Ancillary Issues). April p. 24  
Pontius, C. Anne. New test profiles (POL Adviser/Ancillary Issues). June p. 20  
Pontius, C. Anne. Corporate compliance manual (POL Adviser/Ancillary Issues). June p. 20  
Pontius, C. Anne. Breaking US ground: Prothrombin time self-testing (POL Adviser/Ancillary Issues). June p. 22  
Pontius, C. Anne. Medicare reimbursement cuts for lab services (POL Adviser/Ancillary Issues). Aug p. 28  
Pontius, C. Anne. Effective date changed for new automated test profiles (POL Adviser/Ancillary Issues). Aug p. 28  
Pontius, C. Anne. More on advanced beneficiary notices (POL Adviser/Ancillary Issues). Aug p. 28  
Pontius, C. Anne. JCAHO and COLA collaboration sets good example (POL Adviser/Ancillary Issues). Oct p. 28  
Pontius, C. Anne. CLIA 1997 heading for committees (POL Adviser/Ancillary Issues). Oct p. 59  
Pontius, C. Anne. Prothrombin tests waived (POL Adviser/Ancillary Issues). Nov p. 25  
Pontius, C. Anne. CLIA meets (POL Adviser/Ancillary Issues). Nov p. 25  
Pontius, C. Anne. Model compliance plan for clinical labs. (NewsMakers of 1997) Dec p. 34  
Pontius, C. Anne. (See *Berger, Darlene*)

## R

Riggs, Chris (see *Schumacher, Harold R.*)  
Ringel, Marcia. Automation in the laboratory, Part 2: Choosing wisely from a plentiful market. Jan p. 44

## S

Schalla, William O. (See *Cruz, Jose R.*)  
Schumacher, Harold R.; Anderson, Paul F.; Riggs, Chris. Efficiency gains with bar coding and interfaced instruments. Aug p. 74  
Schwartz, Joyce G.; Stellato, Kathy M. A lesson in the ABCs of hepatitis. Jan p. 30  
Scotto, Dolores. Inventive strategies for laboratory recruitment. July p. 50  
Seehafer, Julie J. Corrective actions: What to do when control results are out of control. March p. 34  
Statland, Bernard E. Tumor markers: Testing for cancer. July p. 34  
Statland, Bernard E. Caught in the web: Combating work stress in the information age. Aug p. 82  
Statland, Bernard E.; Berger D. The consolidated hospital laboratory network: An idea whose time

has come (NewsMakers of the year). Dec p. 27  
Stellato, Kathy M. (see *Schwartz, Joyce G.*)  
Szabo, Joan (see *Albertson, David*)  
Szabo, Joan. Push is on to exempt POLs from the burdens of CLIA (Washington Report). Nov p. 18  
Szabo, Joan. HCFA still ironing out details of competitive bidding (Washington Report). Dec p. 18

## T

Tiffany, Debra S. A chemistry department in transition: How we became a reference laboratory. May p. 24  
Toffaletti, John. Blood gas testing in the laboratory and at the point of care: Finding the right mix. Special Issue p. 14  
Tulley, Richard. How to organize continuing education workshops and seminars. Sept p. 54

## U

Ubel, Peter A. The role of community values in setting healthcare priorities: Ethically and financially viable, or merely a "modest proposal"? (Viewpoint). July p. 90  
Umiker, William O. Self-empowerment: The way to go on the job. Feb p. 52  
Umiker, William O. How to neutralize manipulators. Aug p. 90  
Umiker, William O. Empowerment: The latest motivational strategy. Nov p. 54

## V

VandenBosch, Ruthanne. The great divide. May p. 34

## W

Walsh, Betty Ann (see *Kreider, Cheryl*)

## Z

Zacharia, Mark. "Winner" has a nice ring to it (From the Editor's Desk). Jan p. 6  
Zacharia, Mark. MLO sweepstakes winners! Jan p. 42  
Zacharia, Mark. The domain of man (From the Editor's Desk). Feb p. 6  
Zacharia, Mark. Is there an ebonics teacher in the house? (From the Editor's Desk). March p. 6  
Zacharia, Mark. There's plenty of momentum (From the Editor's Desk). April p. 6  
Zacharia, Mark. Celebrate National Medical Lab Week with us! (From the Editor's Desk). April p. 6  
Zacharia, Mark. Congratulations ... and welcome (From the Editor's Desk). April p. 6  
Zacharia, Mark. Are you ready for the golden years? (From the Editor's Desk). May p. 6  
Zacharia, Mark. Time's running out ... (From the Editor's Desk). May p. 6  
Zacharia, Mark. A rose is a rose is a rose is a ... (From the Editor's Desk). June p. 6  
Zacharia, Mark. Working on my repertoire (From the Editor's Desk). July p. 6  
Zacharia, Mark. Doctor, doctor, give me the news (From the Editor's Desk). Aug p. 6  
Zacharia, Mark. O Canada (From the Editor's Desk). Aug p. 6  
Zacharia, Mark. MLO's national salary survey, Part 1: Aug p. 30. Part 2: Sept p. 38  
Zacharia, Mark. The right key but the wrong keyhole? (From the Editor's Desk). Sept p. 6  
Zacharia, Mark. Do the right thing (From the Editor's Desk). Oct p. 6  
Zacharia, Mark. Are you "Reddy" for anything? (From the Editor's Desk). Nov p. 6  
Zacharia, Mark. Cue the orchestra, roll credits ... Dec p. 6

## MANAGEMENT Q & A INDEX

**Attitude/behavioral problems** (see *Discipline and counseling*)

### Automation

Lab staffers bored with automation. June p. 18

### Blood banking

Filling up downtime. Oct p. 27

### Burnout

 (see *Stress and burnout*)

### Communications

Obtaining customer feedback. Nov p. 20  
How to handle employee complaints. Nov p. 23

### Cross-training

Filling up downtime. Oct p. 27  
Cross-training employees. Dec p. 20

### Customer relations

Obtaining customer feedback. Nov p. 20

### Discipline and counseling

How to pep up the petered out. Feb p. 20  
How to handle rabble rousers. April p. 20  
Dealing with gambling fanatics. May p. 18  
Laboratorian who makes her own hours isn't pulling her weight. May p. 18  
Lab staffers bored with automation. June p. 18  
How to condition staffers to chip in. Aug p. 24  
Curbing goof-off time in the lab. Sept p. 24  
Leaving the lab during work hours. Oct p. 24  
Dealing with aggressive employees. Nov p. 20  
Curbing the ups and downs of the yo-yo employee. Dec p. 22  
A lesson in performance management. Dec p. 23

### Discrimination

Male techs complain about female-dominated lab. July p. 22

### Downsizing

 (see *Reorganization*)

### Duty disputes

When lab staffs merge. Feb p. 60  
Should veteran employees be expected to work nights? Sept p. 24  
Curbing the ups and downs of the yo-yo employee. Dec p. 22

### Employee turnover

Can a lab be run with half a staff? Nov p. 22

### Financial issues

Do laboratorians need to understand costs? Sept p. 26

### Gambling

Dealing with gambling fanatics. May p. 18

### Job descriptions

When lab staffs merge. Feb p. 60  
How to condition staffers to chip in. Aug p. 24  
Should veteran employees be expected to work nights? Sept p. 24  
Do laboratorians need to understand costs? Sept p. 26  
Filling up downtime. Oct p. 27

### Job satisfaction

How to handle employee complaints. Nov p. 23

### Legal issues

Can a manager force sick workers to stay home? March p. 20

### Morale

 (see *Staff morale*)

### Motivation

How to pep up the petered out. Feb p. 20  
How to condition staffers to chip in. Aug p. 24

### Office politics

"Here come the cookies again!" Jan p. 20

### Problem employees

How to handle rabble rousers. April p. 20

## 1997 Editorial Index

Dealing with gambling fanatics. May p. 18  
 Laboratorian who makes her own hours isn't pulling her weight. May p. 18  
 Curbing goof-off time in the lab. Sept p. 24  
 Leaving the lab during work hours. Oct p. 24  
 Dealing with aggressive employees. Nov p. 20  
 Curbing the ups and downs of the yo-yo employee. Dec p. 22  
 A lesson in performance management. Dec p. 23

### Problem managers

Management at VA hospital stifling change. April p. 21

### Procedures, policies, protocol

Can a manager force sick workers to stay home? March p. 20  
 Our fill-in staffer didn't show! March p. 21  
 Management at VA hospital stifling change. April p. 21  
 How to gauge staff productivity. July p. 24  
 Ingredients that make for an effective staff meeting. Aug p. 22  
 How to condition staffers to chip in. Aug p. 24  
 Should veteran employees be expected to work nights? Sept p. 24  
 Leaving the lab during work hours. Oct p. 24  
 Lab safety dos and don'ts. Oct p. 24  
 How to handle employee complaints. Nov p. 23  
 Curbing the ups and downs of the yo-yo employee. Dec p. 22  
 A lesson in performance management. Dec p. 23  
 Manager gets heat over fire drills. Dec p. 20

### Productivity

How to gauge staff productivity. July p. 24

### Quality improvement

How to gauge staff productivity. July p. 24  
 Ingredients that make for an effective staff meeting. Aug p. 22

Obtaining customer feedback. Nov p. 20

### Reorganization

When lab staffs merge. Feb p. 60  
 Protecting yourself against downsizing. Nov p. 22  
 The consolidated hospital laboratory network: An idea whose time has come (NewsMakers of the year). Dec p. 27

### Safety

Lab safety dos and don'ts. Oct p. 24  
 Manager gets heat over fire drills. Dec p. 20

### Scheduling

Our fill-in staffer didn't show! March p. 21  
 Filling up downtime. Oct p. 27  
 Can a lab be run with half a staff? Nov p. 22

### Solicitation

"Here come the cookies again!" Jan p. 20

### Staff meetings

Ingredients that make for an effective staff meeting. Aug p. 22  
 How to handle employee complaints. Nov p. 23

### Staff morale

How to pep up the petered out. Feb p. 20  
 Lab staffers bored with automation. June p. 18  
 Male techs complain about female-dominated lab. July p. 22

### Staff relations

Male techs complain about female-dominated lab. July p. 22  
 How to condition staffers to chip in. Aug p. 24  
 How to handle employee complaints. Nov p. 23

### Stress and burnout

How to pep up the petered out. Feb p. 20

### Teambuilding

How to condition staffers to chip in. Aug p. 24

## TIPS FROM THE CLINICAL EXPERTS INDEX

Abnormal PT and PTT tests in a small hospital laboratory. Oct p. 18  
 Antithrombin III. Feb p. 12  
 Blood film reviews. June p. 12  
 Bromide toxicity. July p. 17  
 Calcofluor stain. Dec p. 12  
 Delta checking. Nov p. 14  
 Detecting random errors. Jan p. 14  
 DIC workup. Oct p. 18  
 Elevated MCHC values. July p. 17  
 Fibrin split products and DIC. May p. 14  
 Hemoglobin testing in leukocytosis. Feb p. 12 (see *Corrections and amplifications*, May p. 8)  
 HEW certification versus BS. Dec p. 12  
 Hyperkalemia and heparin. March p. 12  
 Is ESR useful? Jan p. 14  
 Linearity of glucose meters. Sept p. 20  
 Medical necessity. Feb p. 15  
 Nasal smears for eosinophils. March p. 12  
 Pancreatic oncofetal antigen. April p. 19  
 Phlebotomy in mastectomy patients. Nov p. 16  
 Phlebotomy in patients receiving intravenous fluids in both arms. Nov p. 14  
 Positive ANA tests don't always mean lupus. Aug p. 18  
 Proper protocol for blood collection. Feb p. 12  
 Reporting Spermatozoa in microscopic urine exams. Dec p. 12  
 Stat prothrombin time reports. April p. 16  
 The ideal cancer test. Oct p. 20  
 Urine protein and bile confirmation. May p. 14  
 Variability of prothrombin times. April p. 16

## INDEX OF ADVERTISERS

Advertiser	Page	Contact	Phone #	E-Mail	Web Site(http://)
Abbott	1FC, 1, 13-15				www.abbott.com
Becton Dickinson	4		800-631-0174		
Coulter	IBC		800-327-6531		
Dawning Technologies	21				
Greiner Mediatech	9		888-286-3883		
Helena	2	Terry Morris	800-231-5663		www.helena.com
Incstar	24, 25	Laura Von Holton	800-328-1489	infomaster@incstar.com	www.incstar.com
Nikon	32, 33		888-NIKONLAB		
Roche Diagnostic Systems	7	Roche Response Center in Canada	800-526-1247 800-268-0482		
Seradyn	BC	Marketing Services	800-428-4007	seradyn_diagnostic@seradyn.com	www.seradyn.com
Streck Laboratories	17				
Sunquest	11				



